

I hereby certify that this correspondence is being filed via  
EFS-Web with the United States Patent and Trademark Office  
on June 8, 2006

PATENT  
Attorney Docket No.: 020366-077710US

TOWNSEND and TOWNSEND and CREW LLP

By: /Janet L. Newmaker/  
Janet L. Newmaker

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Richard S. Cerami et al.

Patent No.: 7,032,016

Issued: April 18, 2006

For: Proactive Service Request  
Management And Measurement

Customer No.: 20350

Confirmation No.: 5362

Examiner: Ashokkumar B. Patel

Art Unit: 2154

**REQUEST FOR CERTIFICATE  
OF CORRECTION UNDER  
37 C.F.R. § 1.322**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Pursuant to 37 CFR § 1.322, Patentees submit a Certificate of Correction correcting a printing error attributable solely to the Office. The desired correction is set forth on enclosed form PTO/SB/44.

Richard S. Cerami et al.  
US Patent No.: 7,032,016  
Page 2

PATENT

No fee is required for this Certificate.

Respectfully submitted,

Date: June 8, 2006

/Darin J. Gibby/

Darin J. Gibby  
Reg. No. 38,464

TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, Eighth Floor  
San Francisco, CA 94111-3834  
Phone: 303-571-4000  
Fax: 415-576-0300  
DJG/jln  
60791979 v1

**UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION**

Page 1 of 1

PATENT NO. : 7,032,016  
APPLICATION NO.: 09/921,275  
ISSUE DATE : April 18, 2006  
INVENTOR(S) : Cerami et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 17, claim 1, line 10, delete "poractive" and insert --proactive--

MAILING ADDRESS OF SENDER (Please do not use customer number below):

TOWNSEND AND TOWNSEND AND CREW LLP  
Two Embarcadero Center, Eighth Floor  
San Francisco, CA 94111-3834